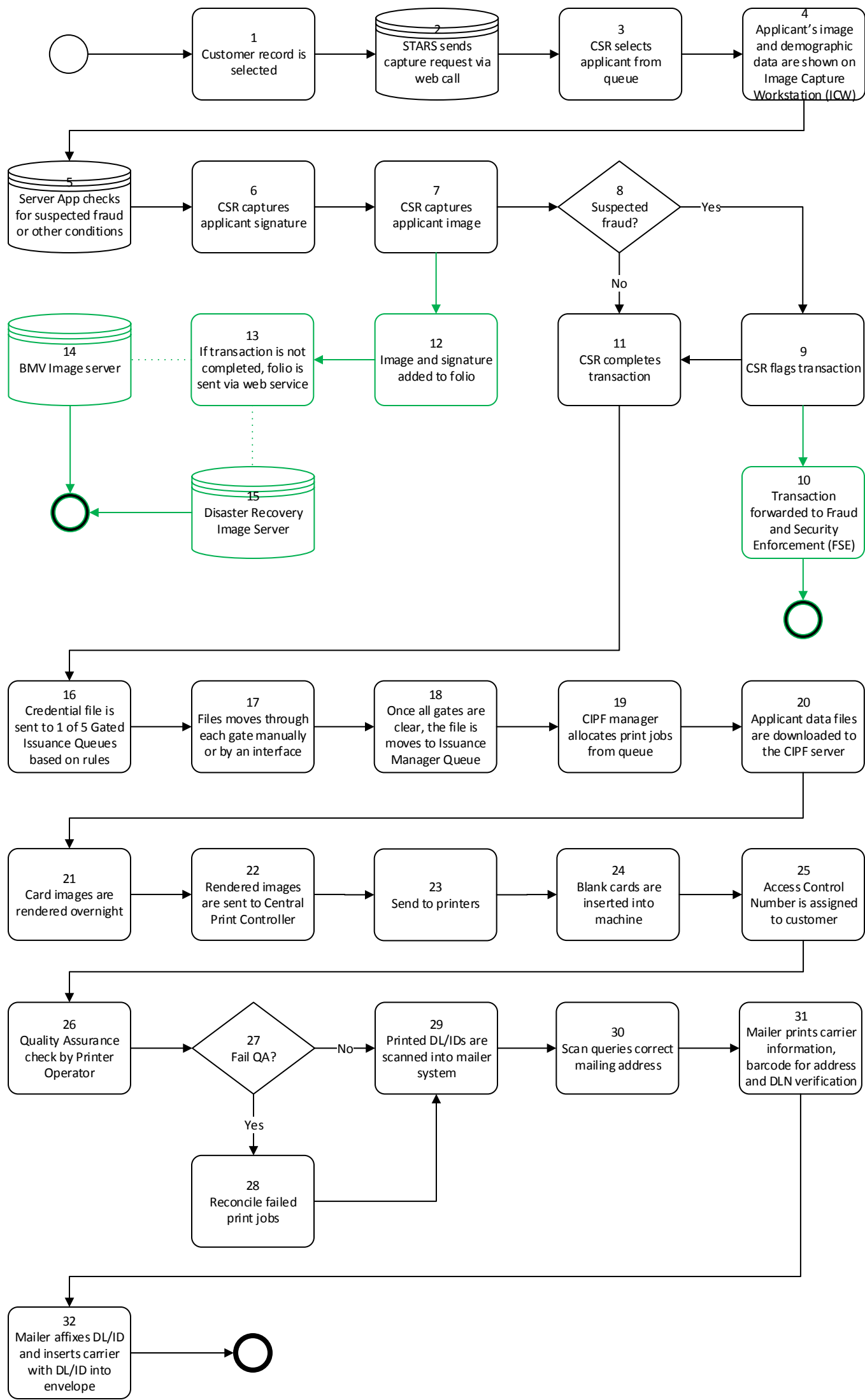


Current Credential Issuance Process



NOTES

2. Capture Request includes:

STARS Transaction UID
Driver's License No.
First Name
Last Name
Branch Office No.
Photo-exempt indicator

4. Applicant's Image and Demographic Data

Should a matching issue arise, CSRs follow an SOP to resolve.

7. Applicant Image

ICW manages image quality and compliance automatically (ICAO) and multiple attempts are allowed. If a compliant image cannot be captured, Branch management can override the compliance and quality check (based on permission level) by providing a reason from the ICW dropdown menu. Override results are provided as part of the system reports. If the issuance type is a photo-exempt DL, an image is not captured. If the issuance type is a photo-exempt ID, the image is captured, run through normal FRS process, but is not printed on the credential. 1:R FRS runs real-time against last image captured and the results drive business rules for the transaction.

16. Rule examples:

- A. Was documentation complete and compliant?
- B. Were any potential 1:R FRS matches found?
- C. Were any potential 1:N FRS matches found?
- D. Does the applicant have lawful status?
- E. Is fraud suspected?

17. Gate flow

Images meeting prescribed thresholds are passed to the next process gate. The current documentation gate is configured to pass or reject a record based on a record flag that the IN BMV sets via the Update Web Service provided by the image server. All records remain at the gate until a flag is set manually or via the web interface. All image Server Web Services are compatible with .NET 2.5 or greater and Windows Services Enhancements (WSE) 3.

NOTES

11. Print Job Allocation

Jobs can be "expedited" so that they are prioritized ahead of the bulk of that day's business

20. CIPF Server

All daily CIPF information is available to Issuance Manager and in STARS